

**Mazda North American Operations**

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**TO:** All Mazda Dealership General Managers, Service Managers, and Parts Managers

**DATE:** April 2004

**SUBJECT:** 2001-2003 Tribute Powertrain Control Module Re-Calibration Recall 1904D

Mazda Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists on certain 2001-2003 Mazda Tribute vehicles equipped with 3.0-liter V6 engines produced from April 17, 2000 through September 11, 2002. Affected vehicles may exhibit an intermittent engine quit and restart condition due to calibration errors within the Powertrain Control Module (PCM) hardware. This condition is most likely to occur while decelerating under 40 miles per hour, and could result in the vehicle being involved in a crash without warning.

Dealers will reflash the PCM using WDS B30.7 or later software. Be sure that your WDS is updated to the latest calibration level. This must be done on all affected vehicles in your inventory prior to delivery as well as vehicles that have been delivered to customers. **Owners of affected vehicles will be notified by first class mail beginning May 3, 2004.**

This package contains important information about recall campaign 1904D:

Attachment I	Dealer Service and Parts information
Attachment II	Inspection and Repair procedures
Attachment III	Owner notification letter Dealer Report

**The National Traffic and Motor Vehicle Safety Act prohibits delivery of any subject vehicles without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected new vehicles in your inventory prior to sale or lease.**

To help you effectively perform this recall, Mazda has developed the following resources:

1. Service and Parts recall instructions (Attachment I) were e-mailed to your Service Department, are available on the ESI website, on MStore under Bulletins, Forms & E-Documents, and are also available on eMDCS using Campaign Inquiry or the Warranty Vehicle Inquiry Detail screen by clicking on the recall number.
2. Inspection and repair procedures (Attachment II) are available on the ESI website, on MStore under Bulletins, Forms & E-Documents, and are also available on eMDCS using Campaign Inquiry or the Warranty Vehicle Inquiry Detail screen by clicking on the recall number.

3. We recommend using the enclosed report of registered owners in the dealer's area to encourage customers to come in for the recall (creating recall reminder postcards, for example). Dealers may only use such owner information for the sole purpose of conducting and performing this safety recall, and for no other purpose. **Using this information for any marketing activities is strictly prohibited by law and could subject your dealership to serious fines.** The information in this report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of owner records and prevent the release of information to other parties.

In California, privacy laws prevent the release of names and addresses on this report.

4. For technical assistance, call the Technical Assistance Hotline at (888) 832-8477.
5. For warranty questions, contact the Corporate Dealer Assistance Group at (877) 727-8626.

Please make certain that the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries.

We apologize for any inconvenience that this recall may cause you and your customers. Please keep in mind that owners of 2001 and newer models are eligible to receive a rental car at no charge. Your understanding and support in carrying out this campaign is greatly appreciated.

Sincerely,



Michael J. Giblin  
Director, Technical Services  
Mazda North American Operations

**ATTACHMENT I – DEALER INFORMATION****CONDITION OF CONCERN**

Mazda Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists on certain 2001-2003 Mazda Tribute vehicles equipped with 3.0-liter V6 engines. Affected vehicles may exhibit an intermittent engine quit and restart condition due to calibration errors within the Powertrain Control Module (PCM) hardware. This condition is most likely to occur while decelerating under 40 miles per hour, and could result in the vehicle being involved in a crash without warning.

**SUBJECT VEHICLES**

Model	VIN Range	Build Date Range
2001-2003 Tribute	4F2***1*1KM00137 – 4F2***1*3KM11461	April 17, 2000 through September 11, 2002

Note: The asterisk symbol "\*" can be any letter or number.

**OWNER NOTIFICATION**

Mazda will notify U.S. owners by first class mail beginning May 3, 2004.

**PARTS INFORMATION**

Description	Part Number	Quantity	
Campaign Label	9999-95-085A-00	1=sheet of 18 labels	MStore (no charge)
Authorized Modification Label (PCM Calibration Label)	9999-95-AMDC-97	1=25 current 1=100 after 5/5	MStore (no charge)

Note: PCM replacement will not be covered under this program.

**PARTS ORDERING**

Use MStore to order Campaign Labels and Authorized Modification Labels.

**WARRANTY CLAIM PROCESSING INFORMATION**

	PCM Inspect Only	PCM Inspect & Re-calibrate
Warranty Type Code	R	R
Symptom Code	99	99
Damage Code	99	99
Process Number	J0404A	J0404B
Part Number Main Cause	5555-04-014A	5555-04-014A
Part Quantity	0	0
Labor Operation Code	YY349XR1	YY349XR2
Labor Hours	0.2	0.4

## **RENTAL CAR**

If the customer was placed in a rental car while the campaign was being completed, submit a separate claim/problem using the following standard rental claim information.

Warranty Type Code	A
Symptom Code	99
Damage Code	99
Part Number Main Cause	5555-RE-NTAL
Part Quantity	0
Labor Operation Code	MM012XRX
Labor Hours	0.0
Sublet – Rental Car	
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order
Sublet Type Code	Enter "L"
Sublet Amount	Up to \$26.00 per day for the number of days customer had rental car

Rental expenses incurred will require DSA or DCSM Authorization if the rental exceeds two days, as outlined in the Rental Car Reimbursement Program.

## **VERIFY THE VEHICLE NEEDS THE RECALL**

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2001-2003 Tribute	4F2****1*1KM00137 – 4F2****1*3KM11461	April 17, 2000 through September 11, 2002

If the vehicle is within the above ranges, go to step 2.

If vehicle is not within the above range, return it to inventory or the customer.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Label RECALL 1904D attached to the vehicle's hood or bulkhead.

**Note:** Verify the recall number as the vehicle may have multiple labels.

- If eMDCS displays "RECALL: 1904D Open" and a Campaign Label is not present, the recall has not been performed. Proceed to "REPAIR PROCEDURES."
- If eMDCS displays "RECALL: 1904D Open" and a Campaign Label is present, contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626. They will update the vehicle history.
- If eMDCS displays "RECALL: 1904D Closed" and a Campaign Label is not present, complete the label and apply it to the vehicle's bulkhead.
- If eMDCS displays "RECALL: 1904D Closed" and a Campaign Label is present, the recall has already been completed. Return the vehicle to inventory or the customer.
- If eMDCS does not display "RECALL: 1904D Open" or "RECALL: 1904D Closed," this recall does not apply to the vehicle. Return vehicle to inventory or the customer.

#### **REPAIR PROCEDURES**

Please refer to Attachment II.



April 2004

**2001-2003 Tribute Powertrain Control Module Re-Calibration Recall 1904D**

Dear Mazda Owner:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists on certain 2001-2003 Mazda Tribute vehicles equipped with 3.0-liter V6 engines. If you are a recipient of this notice, your vehicle is included in this campaign.

**What is the problem?**

Your vehicle may exhibit an intermittent engine quit and restart condition due to calibration errors within the Powertrain Control Module (PCM) hardware. This condition is most likely to occur while decelerating under 40 miles per hour, and could result in your vehicle being involved in a crash without warning.

**What will Mazda do?**

Your Mazda dealer will reprogram the Powertrain Control Module (PCM) in your vehicle to the latest performance level **free of charge**. The time needed to complete this repair is less than one-half day depending on the service workload at your Mazda dealership. As a reminder, your Mazda Driver's Assurance Plan provides alternate transportation any time an owner's vehicle is at an authorized Mazda dealership for a warranty repair. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

**What should you do?**

Mazda is concerned about your safety, and we encourage you to make an appointment with any authorized Mazda dealer to have the PCM reprogrammed as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

**What if you have already paid for a repair on the Powertrain Control Module?**

If you have already paid for the inspection/repair of an intermittent engine quit and restart condition, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards. Please complete the enclosed "Reimbursement Application Form," including the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

**Where is the closest Mazda dealer?**

To locate your nearest Mazda dealer, visit our web site and try our "Locate a Dealer" feature at [www.MazdaUSA.com](http://www.MazdaUSA.com) or consult your local yellow pages.

**Moved or no longer own this vehicle?**

If you have moved or no longer own your Mazda Tribute, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

**Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.**

**Still have questions?**

If you have any questions regarding this campaign, please contact our Customer Assistance Center at (800) 222-5500, option #4.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, Washington, D.C. 20590. You may also call their toll-free Auto Safety Hotline at (888) 327-4236.

Your safety is a priority for Mazda. We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this program may have caused you.

Sincerely,

Mazda North American Operations